GSA
(logo)

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TAKING TIME to TRANSFORM

Consolidated Systems Transition

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Table of Contents

- **Welcome**

- **Panel Members Introduction**

- **Networx Transition of GSA Consolidated Systems**
  - **Planning**
  - **Execution**
  - **Roles and responsibilities**

- **Summary**

Panel Members

Regional Telecommunications Directors:

- **Bob Marshall / Southeast Sunbelt Region (R4)**

- **Sylvia Hernandez / Greater Southwest Region (R7)**

- **Ed DePaoli / Northwest/Arctic Region (R10)**

Planning

- **GSA Activities**

- **Agency Activities**

- **Information Availability**

GSA Transition Planning Activities

- **What has regional services been doing in preparation for transition?**

  – **Reviewing lessons learned from the last transition**
  – **Developing regional transition plans**
  – **Documenting processes**
  – **Performing regional assessments**
  – **Identifying resource requirements**
  – **Identifying GSA regional transition managers and other points of contacts (POCs) – at both the national and field levels**

GSA Transition Planning Activities *(Cont'd)*

- **Communicating with customers**
  - Locally, regionally and nationally
  - Meetings, direct calls, emails, and newsletters

- **Participating in transition and acquisition working groups**

How Can Agencies Help Us?

- Validate the accuracy of Agency inventory

- Determine how Agency decisions will be handled (e.g., nationwide, locally)

- Establish POC for regional service locations

- Establish a list of critical numbers

- Identify services being affected

- Determine fair consideration criteria

- Identify Agency restrictions affecting cutover window

Where Do We Get The Consolidated Systems Information?

- **Local system inventory (TOPS)**
  - **Customer ordering and account information**

- **Inventory availability**
  - **Planned distribution**
    - **1st Qtr FY07**
  - **Individual Agency requests (ad hoc)**
    - **routine anytime**
  - **TOPS e*Bills**
    - **real time**

Inventories – Planned Distribution

- **GSA regional services intends to distribute inventories, at the highest Agency-Bureau level, to all of the Agencies**

- **Inventories will include such items as:**
  - **AB code (AHC)**
  - **System number**
  - **Billing account code**
  - **Customer worksite address**
  - **PIC**
  - **Customer ordering official name and phone number**

Execution

- **What Drives GSA System Transitions?**

- **Coordination of GSA System Transitions**

- **Sample Transition Scenarios**

What Drives GSA System Transitions?

- **Agencies**
  - **Service requirements**
  - **Restrictions affecting cutover window**
  - **Readiness**

- **Environment**
  - **Multi-tenant versus single Agency locations**
  - **VON versus dedicated access**
  - **Availability of facilities**
    - **power/space/environmental/equipment**

Coordination of GSA System Transitions

- **GSA will**

  - **Coordinate activities with local Agency POCs**

  - **Work with Agency POCs and the GSA regional transition manager to establish cutover schedules and plans**

  - **Coordinate, monitor, track and report on GSA system transitions**

  - **Assist Agencies with problem resolution**

Sample Transition Scenarios

- **Networx for long distance – retain local**
  - Issue order for PIC change / disconnect

- **Networx for long distance and new local voice contract**
  - Orders for new services and disconnects

- **Moving to combined services on Networx**
  - Orders for new services and disconnects

Roles and Responsibilities

- Agency

- GSA Local

- GSA Regional

Agencies Are Responsible For

- **Validating existing inventories**
- **Identifying resources and POCs**
- **Determining service requirements**
- **Completing vendor selection process**
- **Providing information for order completion to GSA local system manager**
- **Completing test and acceptance**

Local GSA System Manager's Role

- Review, validate and track Agency orders
- Verify and ensure facility, space and power capacities
- Coordinate with Agencies and industry
- Coordinate with GSA regional transition manager

GSA Regional Transition Manager's Role

- **Coordination**
  - **Industry partners**
  - **Transition coordination center**
  - **Nationwide regional services liaison**
  - **Local GSA system manager**

- **Tracking and Reporting**
  - **Validation/completion of orders**

- **Communication**
  - **Establish and maintain with Agency transition managers as appropriate (centralized/decentralized)**

What Are The Keys To a Successful Transition?

- **On-going two-way communication**
- **Establishment of consistent procedures**
- **Accurate information: inventories, billing**
- **Identification of roles and responsibilities**
- **Coordination: customers (headquarters and field offices), GSA and industry**
- **Timely processing of order requirements**
- **Development of realistic schedules**
- **Monitoring and tracking**
- **Follow up and problem resolution**